



**GREATER MEMPHIS LOCAL WORKFORCE DEVELOPMENT BOARD (GMLWDB)**

**GREATER MEMPHIS LOCAL WORKFORCE DEVELOPMENT AREA**

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| <b>EFFECTIVE DATE:</b> | July 1, 2020   |
| <b>DURATION:</b>       | Indefinite   |
| <b>POLICY:</b>         | Supportive Service Policy  |
| <b>PURPOSE:</b>        | The purpose of this policy is to address the use of Workforce Innovation and Opportunity Act (WIOA) funds for supportive services to eligible participants enrolled in WIOA Title I Adult, Dislocated Worker and Youth programs. |
| <b>REFERENCE(S)</b>    | WIOA Section 3(59), WIOA Section 133(b)(2)(A) or WIOA Section 133(b)(2)(B), 20 CFR 681.570, WIOA Section 134(d)(3)   |

**BACKGROUND**

It is the Greater Memphis Local Workforce Development Area policy to provide support to all adult, dislocated worker, or youth who fall under WIOA Title I funding. This support shall be given to the participants on an as-needed basis. Procedures include documentation requirements to show that the supportive service is allowable, reasonable, and not otherwise available to the participant. This only means that support will be distributed on an as-needed basis with priority given to those most in need. This is done to maintain the balance as defined by the WIOA Act.

The following Supportive Services may be provided to Adult and Dislocated Workers in WIOA Individualized Career and Training Services. Youth Supportive Services should enable an individual to participate in WIOA Activities:

- Linkages to Community Services
- Assistance with Transportation (See Guidance Attachment A)
- Assistance with Child Care and Dependent care (See Guidance Attachment B)
- Assistance with Housing (rent only, no mortgage payments)
- Needs related Payments (to include the temporary/short-term payment of electrical and internet services)\*.
- Assistance with Educational Testing
- Reasonable accommodations for individuals with disabilities
- Legal Aid Services
- Referrals to Health Care

- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes. **A one-time purchase of a laptop (not to exceed \$400.00) for a student beginning or currently on an ITA program impacted by the transition of classes to a virtual setting\*.**
- Payments and fees for employment and training-related applications, test, and certifications
- Other Supportive Services that have not been described in this policy may be considered on a case-by-case basis when presented in a written statement of need.

**\*These services are allowable; however are temporary due to the State of TN and/or Greater Memphis Local Workforce Development Area - GMLWDA Declaration of Emergency Interventions.**

**Needs Related Payments:**

One-Stop centers provide financial assistance as a supportive service for the purpose of enabling participants to engage in training. Funds allocated to the local area for adults and Out of School Youth may be used to provide needs-related payments to adults, dislocated workers, and Out-of-School Youth respectively, who are unemployed and do not qualify for (or have ceased to qualify for) unemployment compensation.

**Documentation Requirements:**

Eligible participants must provide a written statement of need along with any requested supporting documentation for supportive services to be paid directly to the participant. All documentation requirements must be kept in accordance with the LWDBs Electronic Case Files Guidance.

**Unallowable Support Services:**

Support services may not be used to pay for expenses incurred prior to the participant's enrollment into the WIOA program. Advances against future payments are not allowed. Examples of unallowable services include, but are not limited to:

- Fines and penalties such as traffic violations, late finance charges, and interest payments
- Entertainment, including tips
- Contributions and donations
- Vehicle or mortgage payments
- Refund deposits
- Alcohol or tobacco products
- Pet food
- Items to be purchased for family or friends
- Out-of-state job search and relocation expenses that will be paid by the prospective employer

**Funding Limits:**

Total Supportive Services awarded per participant shall not exceed \$3,000.00 annually for Adults/Dislocated Workers. Youth participants will refer to the youth service provider for the total supportive services awarded per participant based upon the contractual agreement between the Service Provider and Workforce Investment Network Greater Memphis Local Workforce Development Area for In-School and Out-of-School Youth participants.

**Duration Limits:**

Participants in training services may receive supportive services on a weekly, semester-by-semester basis,

through the completion of training or at the point they are no longer attending. Participants receiving supportive services in coordination with career and employment-related activities are eligible for up to six months, at which time a review of individual needs may result in services for an additional six-month period. Justification and need must be clearly documented in the participant's case file and uploaded in VOS.

**Availability of Funds:**

All services under WIOA are subject to change due to the availability of funding, and/or Local Board policy and directives.

**Priority of Service:**

Participants in WIOA programs who face significant barriers to employment - such as recipients of public assistance, low-income individuals, or individuals who are basic skills deficient - should be given service according to their level of need. Please refer to the GMLWDA Priority of Service Guidance concerning the order of service delivery.

**Duplication of Services:**

Funds for supportive services should be utilized in a manner that avoids redundancy and leverages funding from all available resources, including funding from private, community and faith-based organizations.

**Effective Date:**

This Policy shall be effective upon the date referenced above and remain in effect until further notice.

**Exceptions:**

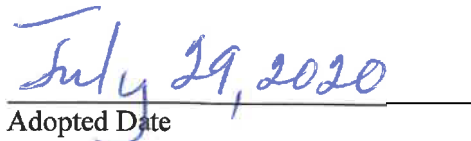
The Executive Director (or his/her designee) may make exceptions to the requirements herein.

**INQUIRIES:**

Please contact Amber Covington, Executive Director, [acovington@memphischamber.com](mailto:acovington@memphischamber.com), with any questions or concerns regarding this policy.



Desi Franklin  
Greater Memphis Local Workforce Development Board, Inc. Board



Adopted Date

*GMLWDB is a proud partner of the American Job Center network, is an Equal Opportunity Employer. The Career Center System is an Employer/Equal Opportunity Program. Auxiliary aids and services are available upon request to individuals with disabilities. TTY: 1-800-848-0299*

## **Supportive Services Policy - Attachment A**

### **Transportation Assistance Guidelines**

#### **Transportation Assistance may be provided to participants who:**

- Demonstrate the need to receive such services by providing a written statement for the file AND
- Who are entering WIOA sponsored training services or who are actively participating in WIOA approved services

#### **Expectations of WIOA Participants:**

Participant must submit an Attendance Verification Form on a weekly basis:

Attendance Verification Forms must be submitted to the American Job Center by Friday of each week.

- Participants must complete Attendance Verification Forms in blue ink only.
- Participants must maintain satisfactory progress while in training to remain eligible for all WIOA services including transportation.
- Non-training participants must be actively participating in an approved WIOA activity.
- Participants must maintain monthly contact with the Title I Career Services Provider Staff to remain eligible for all WIOA services including transportation.

#### **The following restrictions shall apply to transportation assistance:**

- Title I Career Services Provider Staff will determine eligibility to receive transportation assistance on a semester-by-semester basis for individuals enrolled in an approved training program or post-secondary education. For participants not enrolled in training, eligibility will be reviewed quarterly. Eligibility is based on the participant's status at the time of the request as well as the availability of funds. Therefore, eligibility to receive transportation assistance for a particular semester or quarter does not guarantee eligibility to receive transportation assistance for future semesters or quarters.
- For adult/dislocated workers not enrolled in training, participants must be actively engaged in job search activities which require them to travel from home to a place of business to submit an application, attend and interview or provide any required information for a potential job placement (drug screens, background checks, etc.). This can include daily visits to the Resource Room for internet based job search activity.
- For participants enrolled in training, Title I Career Services Provider Staff will update and assess the participant's residency, training site, financial need and academic status each semester in order to verify continued eligibility to receive transportation assistance. For individuals not enrolled in training, Title I Career Services Provider Staff must document active and consistent participation in an approved WIOA activity and complete compliance with all requested participation. Additionally, Title I Career Services Provider Staff will update and assess the participant's residency and financial need each quarter in order to verify continued eligibility to receive transportation assistance.
- Title I Career Services Provider Staff will verify the participants current address prior to submitting a Supportive Service Request for approval by collecting two forms of identification **(Driver's License or State Issued ID and Utility Bill, Voters Registration Card or Documentation from a State/Federal agency validating the**

**address).** Both forms of ID should have the same address and match the address in VOS. Both forms of ID should be attached to the approved copy of the Supportive Service Request in the file.

- Title I Career Services Provider Staff must submit a Supportive Service Request each semester/quarter to request continuation of transportation assistance.
- Payments will be made based on a weekly Attendance Verification Form submitted by the participant and approved by the appropriate authorized staff. Job search participants will be required to provide a job search lo\$ form to the Title I Career Services Provider Staff.
- Payments will be terminated for participants upon completion of training or at the point they are no longer attending. For participants not enrolled in training, payments will be terminated when there is no longer a demonstrated need for assistance or at six months of payments.
- Payments will not be made to participants who fail to reply to requests for communication from Title I Career Services Provider Staff.
- Payments may be terminated if the participant fails to follow the proper procedures for submitting the Attendance Form or any requested documentation.
- Transportation payments can be disbursed in the form of gas cards, bus passes, or pre-paid cards in lieu of reimbursement.
- All supportive services offered through WIOA are contingent upon the availability of funds and may be discontinued at any point.

I have read the Transportation Assistance Guidelines and understand the expectations required of me in order to receive this service.

**Participant Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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## Supportive Services Policy - Attachment B

### Childcare Assistance Guidelines

Child Care Assistance is a Supportive Service. In addition to the current Supportive Service policy, the following conditions apply:

**Child Care Assistance may be provided to customers who:**

- Have dependent children in need of child care AND
- Are actively participating in training services and do not qualify for assistance through other funding agencies OR
- Have secured documented full-time time employment and can demonstrate a need based on losing state subsidized childcare due to change in employment status or other financial need for transitional childcare assistance for the first 30 days of employment.

**Expectations of WIOA Adult/dislocated workers:**

Adult/dislocated workers must submit a receipt of childcare payment on a monthly basis. Receipts must be submitted to the Career services staff within 3 business days of the time period end date. Receipts for payment received after the 3rd business day may not be paid.

- Adult/dislocated workers must maintain satisfactory progress in an approved WIOA activity to remain eligible for all WIOA services including childcare.
- Adult/dislocated workers must maintain monthly contact with their Career Service Coordinators to remain eligible for all WIOA services including child care.
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**The following restrictions shall apply to childcare assistance:**

Career Services Provider staff will determine the amount of time that the participant will receive childcare assistance.

- Career Services Provider staff will periodically review the participant's financial and academic status in order to verify customers continued eligibility to receive childcare assistance.
- Career Services Provider staff must submit a new SSR each semester/quarter to request reimbursement for childcare assistance for participants enrolled in an approved training program. All other childcare assistance shall be for one month.
- Payments will be made based on receipts submitted by the participant and approved by the appropriate authorized staff.
- Career Services Provider staff reserves the right to terminate childcare payments to participants who fail to follow requirements of the WIOA program.
- Child care payments will be terminated when a participant stops attending training as outlined in the WIOA Individual Employment Plan. (Participant drops out of training).
- Child care payments will not be made to participants who fail to reply to requests for communication from WIOA staff.
- All supportive services offered through WIOA are contingent upon the availability of funds and may be discontinued at any point.
- Any child care service not outlined in this document must receive WIOA Assistant Director's approval.

- I have read the Child Care Assistance Guidelines and I understand the consequences of failing to abide by the statements listed above.

**Participant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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